

OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint -----11420253 -----
Date: Thursday, July 29, 2021 7:45:39 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Will also be sending more information

On Tue, Jul 20, 2021, 4:11 PM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

37:16



+1 800-333-4542



Add call



Video call



myChevrolet



Speaker



Mute



Keypad





Thursday, July 29, 2021

Spoke with Mark Robert's from kia Lancaster 717 569 6467 he said no contact has been made from corporate

2:39 PM

Spoke with precious she said "yea it shud b covered" transfered me to "K.C.A.C(?)"

2:49 PM

Debbie from KCAC Case number

3:24 PM

'Catalidic converter Deteriorating'

But not covered bc they didn't get the





But not covered bc they didn't get the code.

Wud have been covered had we gotten the upgrade which we never received word of

3:43 PM

Calling out a code for no oil which we proved was not the case. Kia corporate said they were not responsible for letting me know that there was a recall. That under no circumstances even with supporting evidence will they





Me

3:53 PM, Jul 29

Calling out a code for no oil which we proved was not the case. Kia corporate said they were not responsible for letting me know that there was a recall. That under no circumstances even with supporting evidence will they even consider fixing it. And that they are basing it off of Oct 2020 inspection not the most recent 1



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Me

7:42 PM, Jul 29

It has been with them 4mos and I was specifically told prior to taking it to kia Lancaster that it was not necessary to have it under warranty so long as it was under 150k. And that it would b reevaluated with current specs

Especially since the engine was "surprisingly clean" and well maintained and the code that came up was that it was driven with no oil. Which we provided several service statements to prove otherwise



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Tuesday, May 11, 2021

Called kia, hung up
when I asked for
name

4:17 PM

Lancaster kia

4:23 PM

Called Lancaster kia
Patty answered and
sent me to David in
svc said "Stephanie
knows what's going
on with the car" and
will call me back in
around a half an hr

Monday, May 24, 2021

White Eden Rose
- Climbing Roses -
Lightly Fragrant





5:53 PM

Kia hung up again on me

Joseph at kia attempted contacting Lancaster kia several times to no avail.

Dean my case manager was asked to contact them L.K. and me asap

6:05 PM

Wednesday, July 7, 2021

Been on hold with female operator back n 4th for about 20mins with no Info given. Transferred to specialist lisa who tried contacting case manager Dean then





to contact them L.K.
and me asap

6:05 PM

Wednesday, July 7, 2021

Been on hold with
female operator
back n 4th for about
20mins with no Info
given. Transferred to
specialist lisa who
tried contacting case
manager Dean, then
put me on hold to
contact kia Lancaster.
Still have no info,
AGAIN

11:31 AM

The car has been
there since April
22nd!

11:39 AM

Monday, July 19, 2021



From: [REDACTED]
To: [EVOQ \(NHTSA\)](#)
Subject: Re: FW: Follow up to ODI Complaint -----11420253 -----
Date: Thursday, July 29, 2021 8:07:34 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

This information is only the information on this phone. I have a previous phone with much more and will get charged to add to the information.

As you can see they do not ever state that this recall is not associated with the damage, and outright say that the engine was "surprisingly clean" and "well maintained" with exception to the Deteriorating Catalytic converter that through a rod and punctured my oil tank while I was driving it. Which happens to be exactly as explained by the recall (phot attached). They try repeatedly to say that this recall repair would have to be done through a warranty, which I would have had if I was informed of the recall in the first place. Debbie from 7/29/21 told me that the recall once fixed extends the warranty to 150k MI. And said outright that I should've have known and it wasn't Kia's responsibility to notify me.

Please review and let me know what else you would need or like know.

Thank you,
[REDACTED]

On Thu, Jul 29, 2021, 7:45 PM [REDACTED] wrote:
Will also be sending more information

On Tue, Jul 20, 2021, 4:11 PM EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

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NHTSA/Office of Defects Investigation



Kia Consumer Assistance Center Case# [REDACTED]



Inbox



Kia-Consumer-Assi... 8/27/2020

to me ▾



Dear [REDACTED]

As discussed please send me the records.

Sincerely,
Justina

REPLY INSTRUCTIONS: If further communication is desired with a Kia Consumer Assistance agent, please reply directly to this e-mail without altering or deleting any information. This will allow for your response to be routed to the appropriate agent in a timely manner. Case# [REDACTED].

The information in this email and any attachments are for the sole use of the intended recipient and may contain privileged and confidential information. If you are not the intended recipient, any use, disclosure, copying or distribution of this message or attachment is strictly prohibited. We have taken precautions to minimize the risk of transmitting software viruses, but we advise you to



Kia Soul Recall

Inbox



8/27/2020

Please confirm email prior to data send

3

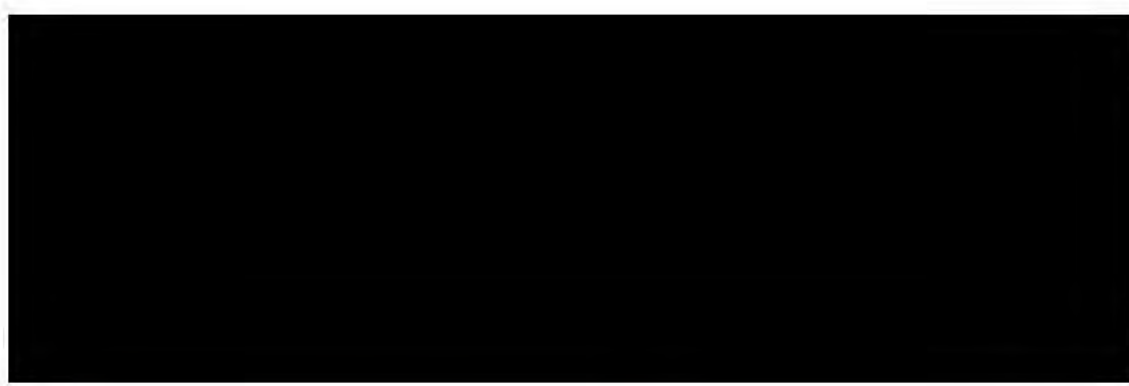
9/2/2020

to Justina

Justina,

I spoke with Jason he received the maintenance reports and said it would be towed to a Kia dealership in Westminster Maryland unfortunately the tow truck company is unable to do so without speaking to Jason and every time I call Kia consumer phone number (4x this a.m.alone) it hangs up on me. Please have jason contact me as again in unclear as to what is going on or how to help the process along.

Thank you,



[Show quoted text](#)





As discussed, Buchanan Kia has confirmed the engine is locked up. They removed the valve cover and oil pan to inspect the engine and found it surprisingly clean for the mileage. They scanned the ECU and found several codes, but did not find the required fault code for the Cat Conv recall, so they would only do the software update per the recall guidelines.

That said, the Service Manager has compiled their diagnostic information and sent it to our engineering group (which we refer to at TechLine) for review and guidance on how to move forward, as the vehicle is well-outside the warranty. Once Tech reviews and makes their recommendation, I will follow up with the dealer to see how we can assist with the repairs if needed.

Thank you,

Jason Henry

Southern Region Analyst

Kia Motors America, Inc.

111 Peters Canyon Rd. Irvine, CA 92606

T 520.274.1661

F 866.852.6617

E JasonHenry@kiaconsumeraffairs.com





Kia Consumer Affairs Case



Inbox



Jason Henry 10/8/2020

Good morning, [REDACTED] As discussed, Buchanan Kia has confirmed the engine is locked up. They



Draft 7:46 PM

to EVOQ



----- Forwarded message -----

From: **Jason Henry** <jasonhenry@kiaconsumeraffairs.com>

Date: Thu, Oct 8, 2020, 11:34 AM

Subject: Kia Consumer Affairs Case [REDACTED]

To: [REDACTED]

<[REDACTED]>

Good morning, [REDACTED]

As discussed, Buchanan Kia has confirmed the engine is locked up. They removed the valve cover and oil pan to inspect the engine and found it surprisingly clean for the mileage. They scanned the ECU and found several codes, but did not find the required fault code for the Cat Conv recall, so they would only do the software update per the recall guidelines.

That said, the Service Manager has compiled their diagnostic information and sent it to our



2014 kia soul catalytic converter



The New Soul | York Kia | YorkKia.com

Browse Our Inventory Online. Plenty of Models In Stock To Choose From. Get Into Your New Kia Soul. Stop Into York Kia To Test Drive Yours Today! Schedule An Appointment. Chat Support Available. Get Trade-In...

[Service Department](#)[Schedule A Test Drive](#)[Make A](#)

Kia will notify owners, and dealers will upgrade the Catalytic Overheating Protection Engine Control Unit logic to prevent overheating of the catalytic converter. In addition, the catalytic converter will also be replaced if it has been damaged. ... Kia's number for this recall is **SC176**.



2014 Kia Soul Recalls & Safety Notices | Kelley Blue Book

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Does my Kia Soul have a recall? ▾



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customer service at 1-800-333-4542. Kia's number for this recall is SC200.

Engine and engine cooling: Exhaust system: Emission control: Catalytic convertor

Recall date

2019-02-21

Recall no.

19V120000

Kia Motors America (Kia) is recalling certain 2012-2016 Kia Soul vehicles equipped with 1.6L Gasoline Direct Injection (GDI) engines. High exhaust gas temperatures may damage the catalytic converter, possibly resulting in abnormal engine combustion and damage to one or more of the engine's pistons and possible piston connecting rod failure.

[Hide details](#) ^

Recall consequence

Piston damage may result in an engine stall, increasing the risk of a crash. A broken connecting rod may puncture the engine block allowing engine oil to escape. The leaking oil may contact the exhaust, increasing the risk of a fire.

Recall action

Kia will notify owners, and dealers will upgrade the Catalytic Overheating Protection Engine Control Unit logic to prevent overheating of the catalytic converter. In addition, the catalytic converter will also be replaced if it has been damaged. Depending on the extent of any damage, the engine may also be replaced, free of charge. The recall began April 17, 2019. Owners may contact Kia customer service at 1-800-333-4542. Kia's number for this recall is SC176.

Steering